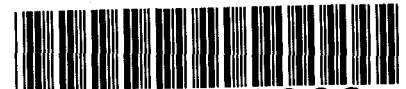


WS-03478A-12-0307

ORIGINAL



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## ARIZONA CORPORATION COMI

## UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: 191 A 947Fax:Priority: Respond Within Five DaysARIZONA CORPORATION COMMISSION  
DOCKET CONTROLOpinion No. 2014 - 116713Date: 6/18/2014Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

First:Last:

JUN 19 2014

Complaint By: A. LaDell

Hollenback

Account Name: A. LaDell HollenbackHome: (000) 000-0000Street:Work: (000) 000-0000City: YumaCBR:State: AZ Zip: 85367is:Utility Company: Far West Water & Sewer, Inc.Division: SewerContact Name:Contact Phone:Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. WS-03478A-12-0307\*\*\*\*\*

Come by the office however I am currently being treated aggressively for stage 4 breast cancer and not only can I not physically take the time to do that. I don't think I would be able to control my anger at the most outrageous rate increase I have seen in my life. 162% and it was done in phases. causing our bill to go from a total of \$39.00 to roughly \$62.00. and now that phase two has come into the picture my total is roughly \$78.00 a little less

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June 3, 2014

Attorney General of Arizona  
Attn: Tom Home  
1275 West Washington Street  
Phoenix Arizona 85007

Following is the letter I recently sent o Far West Water & Sewer as I have many times in the past and nothing gets done the way it should. I think it time someone does something more than slap their hand or ignore the facts that have been made public and are truly the way things are.

Since I wrote a letter to you on May 10, 2014, I have had to go in for radiation treatments daily and chemo every three weeks. Due to the exhaustion and times, I will not be able to come by the office but I do want you to know I think you run a lousy business and you have pretty well taken away any extra money we might have with your \$78.74 billing for the month of May. Not that it matters to you people because your are just greedy and do not know how to manage your business or your money.

I would like to say a few things about the article printed in the Yuma Sun about possible violations and I believe

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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most of the questions answered were excuses. Too bad they didn't ask the residents. Also in researching I find that ADEQ reports 100 -125 complaints a year and don't imagine that includes the ones we started making in 2013. One of the potential violations was regarding the overflow from the pond to a low spot the Par 3 Golf Course. I am wondering if they believe what was told them, because I can tell you as someone that has lived here year round for 3 years the odor is daily during the winter. And I had the opportunity to go by the Golf Course on my way somewhere else and it was even worse than what we smell here on the hill. Putrid, obnoxious, unnecessary is all I could come with at the moment. Not in just one spot but several locations from what I am finding out. There also was a conversation regarding the channel next to the pond onto Par 3 Golf Course. It said it was designed to channel any overflow in that manner. When ask about the overload of the retention pond, it was said that it was caused by an attempt by Far West and the operator of the golf course to meet customer concerns about possible odors from golf course irrigation. The answer was that part of the rate increase would be used to do it right. What will you be doing with the rest of the money? Adding it to your 6.1 million dollar pot?

Also at this point if I came into your office I am not sure I could keep myself under control as I am livid with having to pay an exorbitant amount of money for water and sewer.

I will also make it clear to as many individuals and companies as to what a rip off you are. I will also send a report to the Better Business Bureau and Attorney General so it will be on record.

We also received a brochure on the water quality sent by Far West Water and Sewer. I am wondering why you haven't printed a brochure on the condition of the Sewer? Maybe because it doesn't meet the demands and someone seems to be lining their pockets by turning their heads when things are brought to their attention.

A dissatisfied, frustrated customer,

LaDell Hollenbeck

cc: Far West Water & Sewer

cc: BBB of Arizona

cc: ADEQ

cc: AZCC

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-03478A-12-0307. closed

\*End of Comments\*

Date Completed: 6/18/2014

Opinion No. 2014 - 116713

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